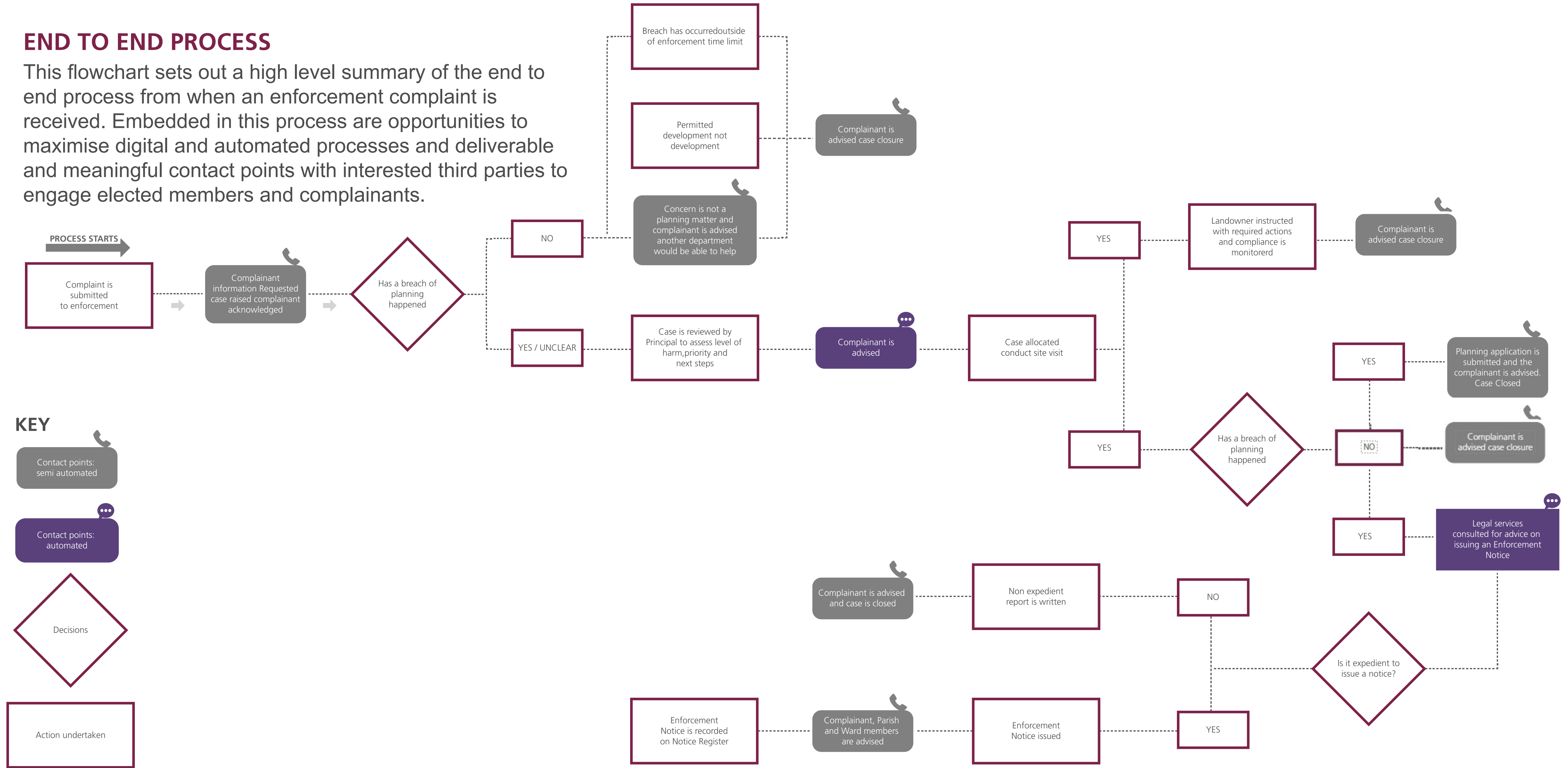


END TO END PROCESS

This flowchart sets out a high level summary of the end to end process from when an enforcement complaint is received. Embedded in this process are opportunities to maximise digital and automated processes and deliverable and meaningful contact points with interested third parties to engage elected members and complainants.



KEY

- Contact points: semi automated
- Contact points: automated
- Decisions
- Action undertaken